

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) A computer-assisted method for detecting content holes, comprising:
  - accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;
  - determining a percentage of successful service interactions as a function of concept nodes; and
  - if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole.
  
2. (Currently Amended) A computer-readable medium having instructions that, when executed in a computer, detects content holes-by:
  - accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;
  - determining a percentage of successful service interactions as a function of concept nodes; and
  - if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole.
  
3. (Previously Presented) A computer-assisted method of charging for services, comprising:
  - determining a percentage of successful service interactions in a first information retrieval system;
  - determining a percentage of successful service interactions for services provided in a second information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system.

4. (Currently Amended) The computer-assisted method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the second information retrieval system includes:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

determining a percentage of successful service interactions as a function of concept nodes; and

wherein billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system includes weighting successful interactions as a function of concept nodes.

5. (Currently Amended) A computer-readable medium having instructions when executed in a computer, charges for services by:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

determining a percentage of successful service interactions in a first information retrieval system;

determining a percentage of successful service interactions for services provided in a second information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system , wherein the billing includes weighting successful interactions as a function of concept nodes.

6. (Currently Amended) A computer-assisted method for detecting content holes, comprising:

- (a) accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;
- (b) determining a percentage of successful service interactions (SSIs) as a function of concept nodes;
- (c) determining a percentage of queries as a function of concept nodes;
- (d) determining a percentage of documents as a function of concept nodes;
- (e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and
- (f) flagging a content hole if the content hole score is below a predefined threshold.

7. (Previously Presented) A computer-assisted method of charging for services, comprising:

determining a number of successful service interactions in an information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in the information retrieval system over the period of time.

8. (Previously Presented) The computer-assisted method of claim 1, wherein each concept node represents a concept in the content body.

9. (Previously Presented) The computer-assisted method of claim 1, wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.

10. (Previously Presented) The computer-assisted method of claim 3, wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.

11. (Previously Presented) The computer-assisted method of claim 4, wherein each concept node represents a concept in the content body.

12. (Previously Presented) The computer-assisted method of claim 4, wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.

13. (Previously Presented) The computer-assisted method of claim 6, wherein each concept node represents a concept in the content body.

14. (Previously Presented) The computer-assisted method of claim 6, wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.

15. (Previously Presented) The computer-assisted method of claim 7, wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.

16. (Previously Presented) The computer-assisted method of claim 6, wherein the acts (a) – (f) are performed in the order presented in claim 6.